You Cannot Use Outlook 2003 over the Internet by Using Your User Principal Name (UPN)

01/15/2004

Symptoms

After you log on to a network over the Internet and then start Microsoft Office Outlook 2003, if you click **Send/Receive** or if Outlook 2003 automatically checks for new e-mail messages, you are prompted to reenter your Microsoft Exchange server name and your user account name.

If you try to verify your account name, you receive the following error message:

The name could not be resolved. Operation failed.

After you close the error message, Outlook 2003 still tries to process the Send/Receive request and then abruptly quits, and you receive the error code 0x8004011c.

This problem occurs if the following conditions are true:

- You use virtual private network (VPN) or remote procedure call/Hypertext Transfer Protocol (RPC/HTTP) to log on.

- You use your user principal name (UPN) (in the form of *user_name@domain*.com).

Resolution

A supported hotfix is now available from Microsoft, but it is only intended to correct the problem that is described in this article. Only apply it to systems that are experiencing this specific problem. This hotfix may receive additional testing. Therefore, if you are not severely affected by this problem, Microsoft recommends that you wait for the next Microsoft Windows XP service pack that contains this hotfix.

Download hotfix here: